

## Electronic Acknowledgement Receipt

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|---------------------------------------------|------------------------------------------|
| <b>EFS ID:</b>                              | 5311440                                  |
| <b>Application Number:</b>                  | 09766175                                 |
| <b>International Application Number:</b>    |                                          |
| <b>Confirmation Number:</b>                 | 9529                                     |
| <b>Title of Invention:</b>                  | PROACTIVE CALL AND CONTACT CENTER SYSTEM |
| <b>First Named Inventor/Applicant Name:</b> | Mark Buonanno                            |
| <b>Customer Number:</b>                     | 73552                                    |
| <b>Filer:</b>                               | Michael Cofield/Eve Reuter               |
| <b>Filer Authorized By:</b>                 | Michael Cofield                          |
| <b>Attorney Docket Number:</b>              | 2705-0710                                |
| <b>Receipt Date:</b>                        | 11-MAY-2009                              |
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| <b>Time Stamp:</b>                          | 15:53:22                                 |
| <b>Application Type:</b>                    | Utility under 35 USC 111(a)              |

### Payment information:

|                        |    |
|------------------------|----|
| Submitted with Payment | no |
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### File Listing:

| Document Number | Document Description                  | File Name                  | File Size(Bytes)/<br>Message Digest                | Multi Part /.zip | Pages (if appl.) |
|-----------------|---------------------------------------|----------------------------|----------------------------------------------------|------------------|------------------|
| 1               | Request for Certificate of Correction | 2705-0710_COC_05-11-09.pdf | 160654<br>133dce4db6998b80a30332f2448305676ff05cb2 | no               | 2                |

### Warnings:

### Information:

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**New Applications Under 35 U.S.C. 111**

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

**National Stage of an International Application under 35 U.S.C. 371**

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

**New International Application Filed with the USPTO as a Receiving Office**

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.